EASY GO
Powered by CRM
Dual® LLC
For Information Tech

EASYGO CRM Summary

Effect on customer satisfaction and its most important benefit.

Why Customer Satisfaction Is Important

EASYGO is an approach to manage a company's interaction with current and potential customers.

It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention.

EASY GO
crm

FEATURES

Easy way to manage your customers

Manage your customers	
01	Customer details
02	Contact persons
03	Client registered cards in different agencies
04	Customer documents
05	Customer statements
06	Customer transactions
07	Customer notifications
08	Customer survey

Chat	
01	Private chat
02	Chat room between customer contacts and public relation officers
03	Video conference

Transactions	
01	Transaction assignment
02	Internal and external notes
03	Voice note
04	Transaction status
05	Invoice generation

Customers

Customers are really important part to any company

Easily manage and handle your customer documents

Easily manage your customer data in various government agencies

With EASYGO you will never forget your customers and you will be able to manage all of them from any where

Easily manage your customers and their contacts, create multiple contracts for them

Departments and agencies

Adding different departments and agencies to complete transactions through them.

Assign your staff to specific departments and ability to auto important transactions.

Accounting

It's easy and safely to handle debtor and creditor customers

EASYGO send automatic notifications to debtor customers via e-mail

EASYGO generate the customer invoices during transaction completion

Staff can collect the invoice easily

It's easy to monitor cash flow and customers' statements

Recurring subscription

Set recurring subscription and invoices will automatically be re-generated after specified period; It could be monthly or yearly

Transactions

Great support with transactions scale with private staff notes, customer-staff notes, voice notes and postpone requests

Manage transactions and trace time spent on transaction for each staff member

Transactions

Record staff and customers written or voice notes and notify via e-mail

Assign and re-assign transaction to PR. Officer

Notifications for every comment included transaction new status

Generate transaction invoice

Permission and group policies

EASYGO all features depended on specific permission control to designated employee

EASYGO can help you to assign group policies for designated staff

System admin

Acc. Dep.

PR. Officer Dep.

Operation Dep.
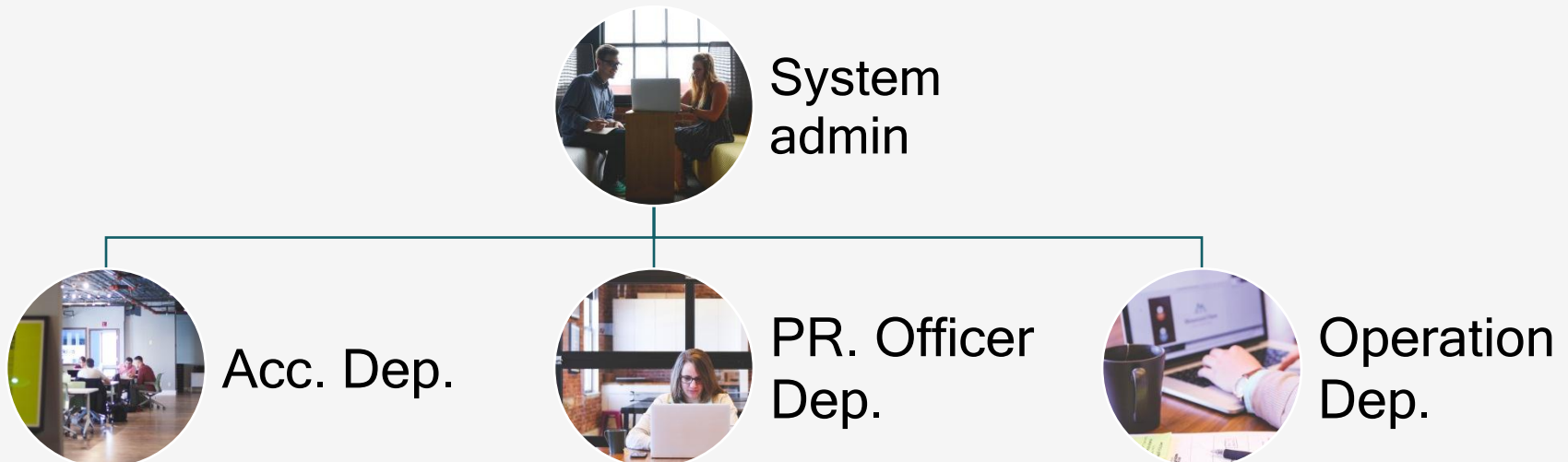
Front end

Customers interface side to monitor their transactions

With EASYGO; customers can follow up their transactions and can also add written or voice notes to the service provider

With EASYGO; customers are served better on day to day process and with more reliable information their demand of self service from companies will decrease

Customers can upload required documents in their transactions to facilitate the service provider's representative to complete the transaction successfully without going anywhere

Reports

- Cash flow in/out
- Customer statement
- All customers' balances
- Cash-box and bank statement
- Transaction charts and statistics daily/monthly/over all

Data encryption

EASYGO use secure sockets layer to encrypt all sensitive data with unique encryption key.

Back end

EASYGO server side throw internet information services, web services and database also

1 Gbit/s bandwidth

High processing performance

Secure layers

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